

Survey results – FFS children's care

FFS Children

Overall Ratings

Ratings of personal doctor, specialist, health care, and Medical Assistance

On a scale from:

“0” = worst possible

to

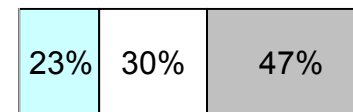
“10” = best possible

Note:

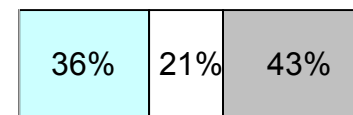
- ❑ Q6 was answered by people who indicated their children had a personal doctor or nurse.
- ❑ Q10 was answered by people whose children had seen a specialist.

Overall ratings

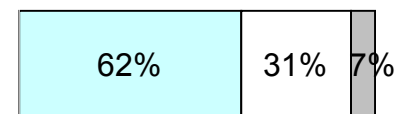
Q6 Rate your personal
doctor/nurse



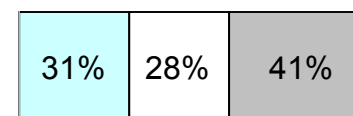
Q10 Rate your specialist



Q37 Rate your health care



Q59 Rate Medical
Assistance



❑ 0 thru 7 ❑ 8 or 9 ❑ 10

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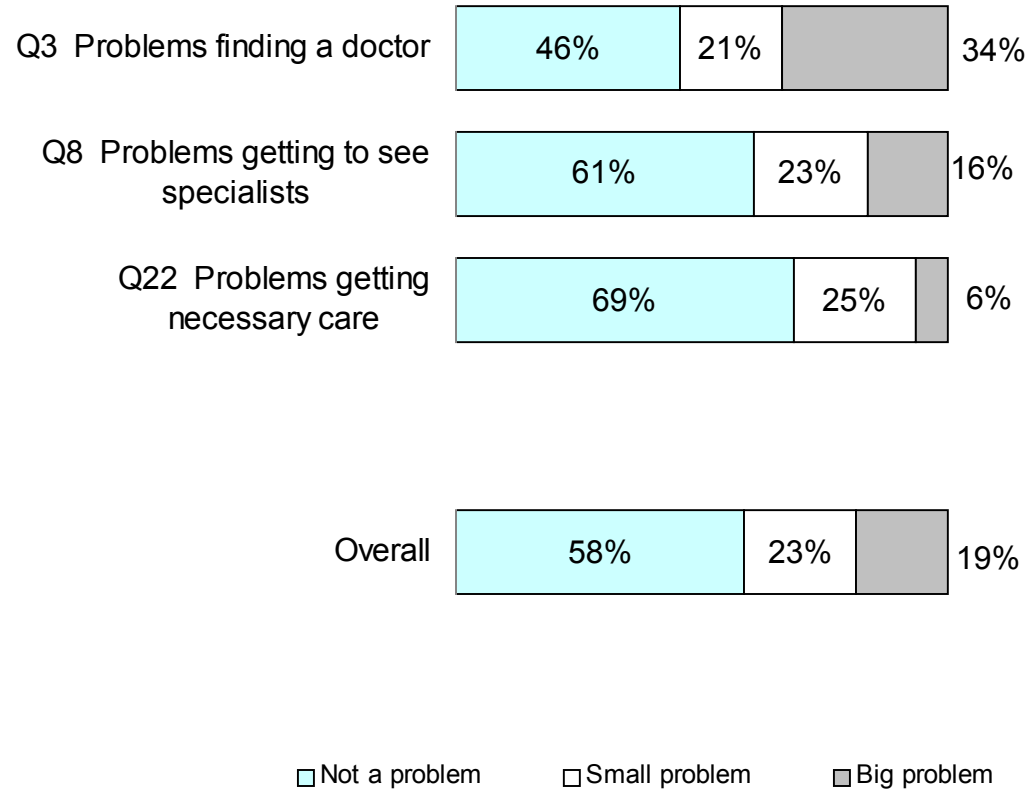
Composite Measure1:

Getting care that is needed

The bar graph shows responses to three survey questions that asked parents *if they had problems*:

- ☐ Finding a personal doctor they are happy with
- ☐ Getting to see specialists
- ☐ Getting necessary care

Getting care that is needed



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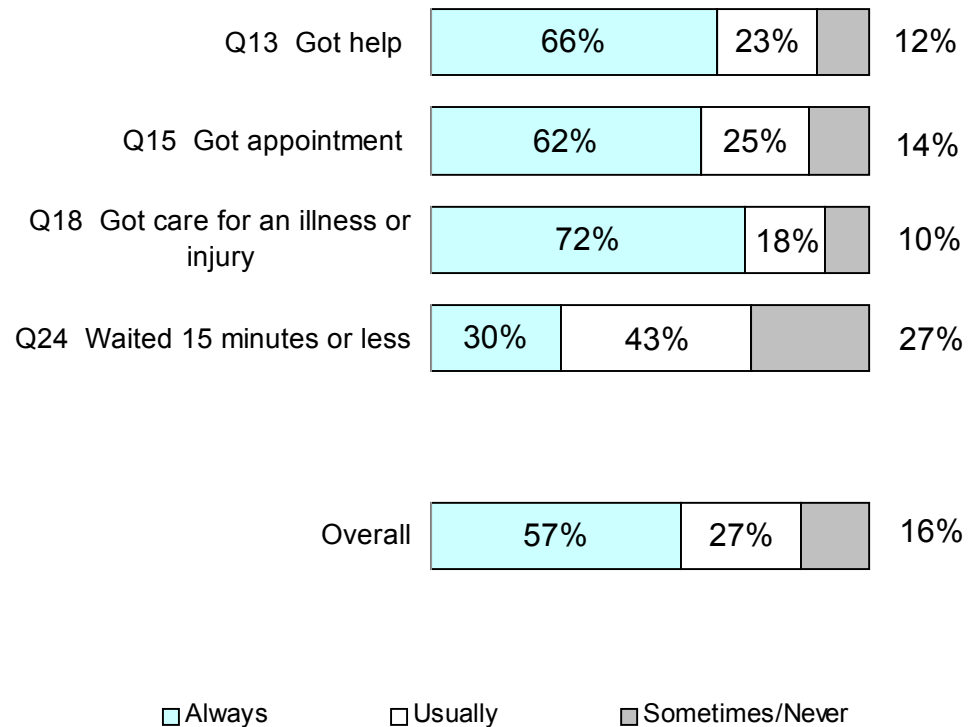
Composite Measure 2:

Getting care without long waits

The bar graph shows responses to four survey questions that asked parents *how often* they:

- ☐ Got the help or advice they needed when they called the doctor's office
- ☐ Got an appointment as soon as they wanted for routine or regular care
- ☐ Got care as soon as they wanted for an illness or injury
- ☐ Waited 15 minutes or less in the waiting room

Getting care without long waits



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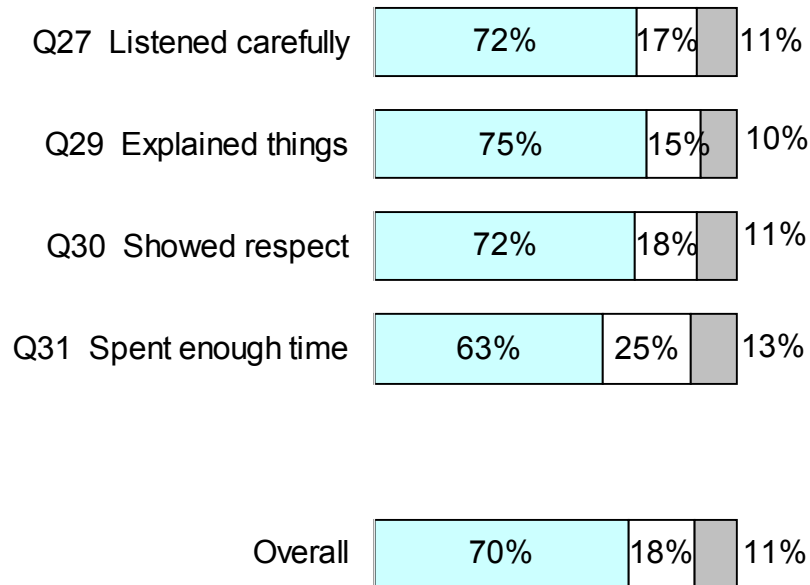
Composite Measure 3:

Doctors who communicate well with their patients

The bar graph shows responses to four survey questions that asked parents *how often* their children's doctor or other health professional:

- ☐ Listened to them carefully
- ☐ Explained things in a way they could understand
- ☐ Showed respect for what they had to say
- ☐ Spent enough time with their children

How well doctors communicated



☐ Always ☐ Usually ☐ Sometimes/Never

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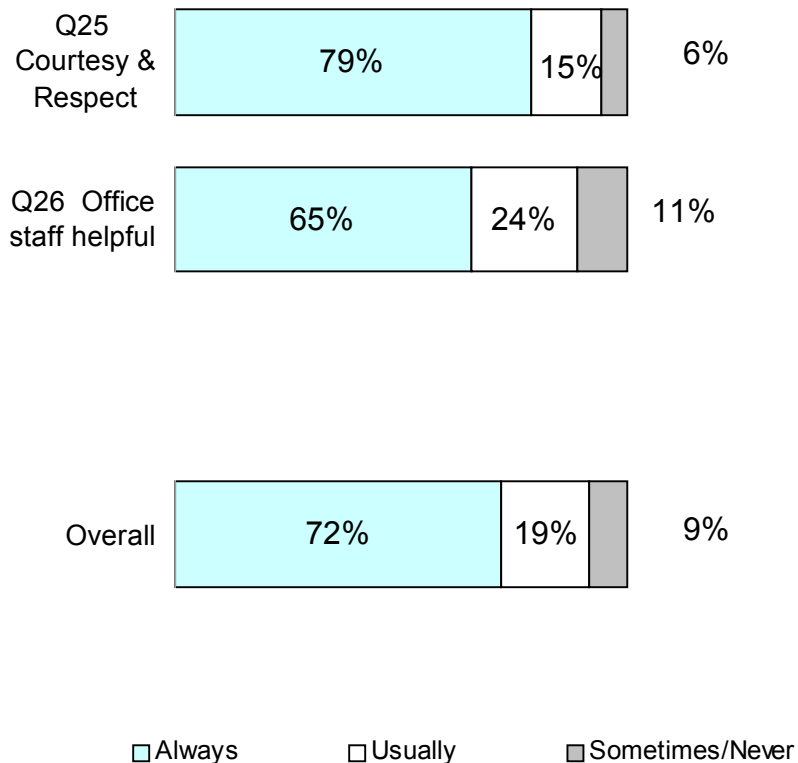
Composite Measure 4

Courtesy, respect, and helpfulness of medical office staff

The bar graph shows responses to two survey questions that asked parents *how often* the office staff at their children's doctor's office or clinic:

- ☐ Treated them with courtesy and respect
- ☐ Were as helpful as they thought the staff should be

Courtesy, respect, and helpfulness of office staff



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Composite Measure 5

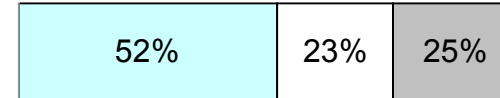
DSHS customer service and paperwork

The bar graph shows responses to two survey questions that asked people *if they had problems with*:

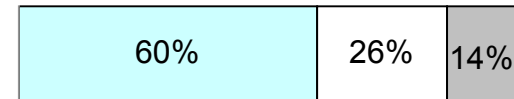
- ☐ Getting the help they needed when they called Medical Assistance customer service or toll free line
- ☐ Paperwork related to getting care (such as getting their DSHS ID card or having their medical record changed)

DSHS customer service and paperwork

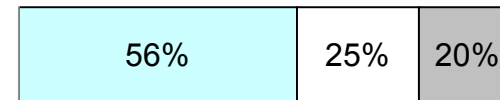
Q52 Problems with customer service



Q58 Problems with paperwork



Overall



☐ Not a problem

☐ Small problem

☐ Big problem

Note:

Q52 was answered by respondents who indicated they had called Medical Assistance customer service in the first 6 months of 1998.

Q58 was answered by respondents who indicated they had had some experience with DSHS paperwork for their child in the first 6 months of 1998.